Town of Marlow, NH

Emergency Operations Plan

2014



EXECUTIVE SUMMARY

The publication of the Town of Marlow Emergency Operations Plan (EOP) represents a concerted effort on the part of town government to provide a mechanism for effectively responding to and recovering from the impact of natural or human-caused disasters or emergencies.

The purpose of the Emergency Operations Plan is to facilitate the delivery of all types of emergency response and to help deal with the consequences of significant disasters. The Plan outlines the planning assumptions, policies, concept of operations, organizational structures and specific assignments of responsibility to the town departments and agencies involved in coordinating the local, state and federal response activities.

For security purposes the complete EOP is distributed to a select number of town officials and is not publicly available.

SCOPE

- 1. The *EOP* addresses the emergencies and disasters likely to occur as described in the *Hazard Specific Annex* as well as those natural disasters identified in the Marlow Hazard Mitigation Plan (2013).
- 2. The EOP includes those actions that support local and state government efforts to save lives, protect public health and safety, and protect property.
- Comprises all local departments and agencies assigned one or more functions, activities, and/or tasks, to provide response and recovery activities in support of local operations during an emergency or disaster.
- 4. Provides for the integration and coordination between government, the private sector, and volunteer organizations involved in emergency response and recovery efforts.
- 5. Describes how state and federal resources will be coordinated to supplement local resources in response to a disaster.
- 6. Where possible, the *EOP* corresponds with the National Incident Management System (NIMS) of March 1, 2004. The Marlow EOP establishes the basic elements of the NIMS, including the Incident Command System (ICS).

STRUCTURE

The Marlow **EOP** is structured in the following format:

- 1. The format of the **EOP** is consistent with the State of New Hampshire Emergency Operations Plan as well as the Federal Response Plan (FRP) using the ESF concept and approach to providing assistance.
- 2. The **Basic Plan**, which describes the purpose, scope, situations and assumptions, hazard analysis, concept of operations, plan management, and authorities of the State departments and/or agencies in response to an emergency or disaster.
- Administrative Appendices that include: a list of acronyms/abbreviations, terms and definitions, a compendium of emergency authorities and directives, and hazard analysis and assessment, which serve as points of reference and information for the users.
- 4. **Emergency Support Functions (ESFs)** that delineate primary and/or coprimary and support agencies and describe policies, situations, concept of operations, and responsibilities; necessary standard operating procedures/guides (SOPs/SOGs) to implement functions.
- 5. **Annexes,** which includes: Radiological Protection, Biological, Hazard Specific Annex and Terrorism Annex.

PLANNING ASSUMPTIONS

An emergency or disaster can occur in the town at any time, any place. It may create significant degrees of human suffering, property damage and economic hardship to individuals, local government, and the business community. The Town of Marlow assumes that there are many emergency situations that may directly produce severe consequences and the varying degrees of impact will affect the response. Hence, the following assumptions are valid:

- 1. The town, in conjunction with the state, is primarily responsible for natural, manmade, and technological emergency preparedness and has shared responsibilities with the state and federal government for national security preparedness.
- 2. These responsibilities necessitate the development of a multi-hazard plan, with functional ESFs and detailed procedures.
- 3. That a disaster, producing a great number of casualties and wide spread damage, may occur with little or no warning.
- 4. Depending upon the severity of the situation, the Town of Marlow may be quickly overwhelmed with the emergency.
- 5. Each level of government will respond to an incident using its available resources, to include the use of mutual aid, and may request assistance from the next higher level of government, if required (i.e., municipality to state and state to federal government).

- 6. The state will modify normal operations and redirect resources to assist and support our local government in saving lives, relieving human suffering, sustaining survivors, protecting property, and re-establishing essential services.
- 7. Private and volunteer organizations, (i.e., American Red Cross, Volunteer Organizations Active in Disasters (VOAD), etc.) will provide life-sustaining relief to individuals and families, not normally available from government resources. Local and/or state agencies will assist these organizations by providing information, guidance, and coordination of relief efforts.
- 8. The Incident Command System (ICS) will be used as the principal onscene incident management system to direct and control response and initial relief actions and activities.
- 9. Local government will continue to function under all disaster and emergency conditions.
- 10. Citizens expect governments to keep them informed and to provide assistance in the event of an emergency or disaster. All levels of government share the responsibility for working together in mitigating, preparing for, responding to, and recovering from the effects of an emergency or disaster.
- 11. If the situation warrants, the Governor of New Hampshire may declare a STATE OF EMERGENCY and request immediate federal assistance to augment efforts in relieving major emergency or disaster related problems beyond the capabilities of state and local government.

ESF DESCRIPTIONS

- **ESF-1, Transportation** Provides for coordination, control and allocation of transportation assets in support of the movement of emergency resources including the evacuation of people, and the redistribution of food and fuel supplies.
- **ESF-2, Communications and Alerting** Provides the responsibilities and establishment of procedures to provide communications and alerting for the town. Consists of personnel and equipment, including local, state, federal, and volunteer resources essential to coordinate and disseminate information before, during, and after an impending or actual emergency.
- **ESF-3, Public Works & Engineering** Provides for debris clearance, roads, highways and bridge repairs, engineering, construction, repair and restoration of essential public works systems and services, and the safety inspection of damaged public buildings.
- **ESF-4, Fire Fighting** Provides for mobilization and deployment, and assists in coordinating structural fire fighting resources to combat urban incidents; provides incident management assistance for on-scene incident command and control operations.
- **ESF-5, Information and Planning** Provides for the overall management and coordination of the town's emergency operations in support of their government; collects, analyzes and disseminates critical information on emergency operations for decision making purposes; identifies the roles and responsibilities of local government in coordinating state and federal assistance to local government.
- **ESF-6, Mass Care & Shelter** Manages and coordinates sheltering, feeding and first aid for disaster victims; provides for temporary housing, food, clothing, and special populations needs in situations that do not warrant mass-care systems; manages the receipt and distribution of donated goods and services; provides assistance in coordinating and managing volunteer resources.
- **ESF-7, Resource Support** Secures resources through mutual aid agreements and procurement procedures for all ESFs, as needed; provides for coordination and documentation of personnel, equipment, supplies, facilities, and services used during disaster response and initial relief operations.
- **ESF-8, Health and Medical Services** Provides care and treatment for the ill and injured; mobilizes trained health and medical personnel and other emergency medical supplies, materials and facilities; provides public health and environmental sanitation services, disease and vector control, and the collection, identification, and protection of human remains.
- **ESF- 9, Search & Rescue** Provides resources for ground, water, and airborne activities to locate, identify, and remove from a stricken area, persons lost or trapped in buildings and other structures; provides for specialized emergency response and rescue operations.
- **ESF- 10, Hazardous Materials** Provides response, inspection, containment and cleanup of hazardous materials accidents or releases.

- **ESF** -11, Food & Water Identifies, secures, prepares, and/or arranges for transportation of safe food and water supplies for mass feeding to affected areas following a disaster.
- **ESF- 12, Energy** Coordinates with the private sector the emergency repair and restoration of critical public energy utilities, (i.e., gas, electricity, etc.); coordinates the rationing and distribution of emergency power and fuel.
- **ESF- 13, Law Enforcement & Security** Provides for the protection of life and property by enforcing laws, orders, and regulations, including the movement of persons from threatened or hazardous areas; provides for area security, traffic, and access control.
- **ESF- 14, Public Information** Provides for effective collection, control, and dissemination of public information to inform the general public adequately of emergency conditions and available assistance; coordinates a system to minimize rumors and misinformation during an emergency.
- **ESF- 15, Volunteers and Donations** Facilitates the delivery of donated goods and volunteer services to support response operations and relief efforts in a disaster.
- **ESF-16, Animal Health** Establish procedures to create an Animal Response Team, which will coordinate volunteer groups, mutual aid, emergency responders, and veterinary medical personnel to respond to the needs of animals affected by disasters.

Hazard Specific Annex

Table of Contents

Multiple Vehicle Accident	1
Hazardous Materials	2
Earthquake	3
Hurricanes	4-5
Tornado	6
Downed Aircraft	7
Flooding	8
Explosions	9
Snow/Ice Storm	10
Prolonged Service Outage	11
Conflagration	12
Civil Disturbance	13
Terrorist Activity	14

MULTIPLE VEHICLE ACCIDENT

SITUATION

As there are main east-west and north-south thoroughfares, substantial volumes of traffic utilize roadways within the town that could significantly impede town traffic should they become impassable.

RESPONSIBILITIES (may consist of but not limited to)

Police Department

Initial response and assessment Interior and outer perimeter control

Traffic rerouting

Assist Fire Department and EMS Department

Notifies and coordinates state law enforcement agencies

Investigation of collision and/or fatalities

Notifies Emergency Management Director

Fire Department

Initial response and assessment

Command and control of scene

Extrication and rescue

Fire Control

Hazardous Materials Response

Notifies and coordinates regional and state agencies regarding hazardous materials

EMS

Implement Mass Casualty Plan

Extrication and rescue

Road Agent

Coordinate debris removal and clearance of local roads.

Assist with equipment and personnel

Assist police with road closure

Provide containment materials for spills if requested

Provide and/salt of roadway if requested

Assist with post clean-up and opening of roadway if requested

Coordinate with NH DOT as necessary

HAZARDOUS MATERIALS

SITUATION

Hazardous materials may be released in an uncontrolled fashion endangering either personnel or the environment. A hazard can be in the form of solid, liquid, or gaseous contaminants.

RESPONSIBILITIES (may consist of but not limited too)

Fire Department

Initial response and assessment

Command and control of the scene

Implementation of department standard operating procedures

Recommend protective actions to be taken

Notify Emergency Management Director

Coordination of mutual aid response and Hazardous Materials Teams

Coordination of state and federal agencies in mitigating the release

Initiate investigation of the release, in coordination with local and state police.

Police Department

Initial response and assessment with Fire Department

Establish perimeter security

Establish on scene security

Coordination of mutual aid response of law enforcement agencies

Coordination of state police response when applicable

Conduct criminal investigation if appropriate

Road Agent

Assists fire and police as requested

Provide equipment and personnel as necessary

Assist police with road closure if necessary

Provide containment materials for spills if requested

Coordinate with NH DOT as necessary

Emergency Management Director

Staff EOC as necessary

Notify State EOC

Assist fire and police as requested

Assist in long term planning strategies

EARTHQUAKE

SITUATION

The town is within an area prone to seismic activity. Most activity is of a minor nature yet the potential exists for a significant event.

RESPONSIBILITIES (may consist of but not limited too)

Fire Department

Initial response and assessment Command and control of the scene Search and rescue of affected property Hazardous Materials Response Assist with evacuation

EMS

Implementation of Mass Casualty Plan

Police Department

Initial response and assessment
Assist in providing emergency information to residents
Establish perimeter control
Establish security of affected areas
Recommend public restrictions to the Board of Selectmen (curfew)
Initiates Emergency Public Information System

Board of Selectmen

Initiate Emergency Public Notification System
Request and assist with state and federal agencies as required
Approves instructions to residents
Authorizes public restrictions

Emergency Management Director

Consider activation of the EOC
Staff EOC as necessary
Notify State EOC
Determine the stability of temporary shelters with the Fire Department.
Track the deployment of personnel and equipment
Coordinate state and federal agencies and resources

Road Agent

Inspect and assess the municipal infrastructure
Assist the fire department with equipment and personnel
Inspect and assess structural stability of buildings, bridges and dams in conjunction with appropriate agencies or contractors.

HURRICANES

SITUATION

As a community on the eastern seaboard, the town is susceptible to high winds and torrential rains associated with hurricanes. The nature of many structures (wooden, mobile homes) as well as the nature of flood plains creates the potential for severe damage.

RESPONSBILITIES (may consist of but not limited too)

A. At a Hurricane "Advisory"

Emergency Management Director

Assess the availability of department head personnel Discuss standby plans with department heads.

Monitor WebEOC

B. At a Hurricane "Watch"

Fire Department

Review general operating guidelines and availability to recall additional personnel Monitor weather and advise Emergency Management Director of Hurricane Watch Review vehicle/equipment resource status (fuel, pumps, tarps, saws)

Police Department

Recall additional personnel, as necessary

Staff the EOC

Assemble available equipment

Prepare department facilities for high winds and loss of power

Assist the selectmen as directed by the Emergency Management Director

Provide security to severely damaged areas

Monitor traffic conditions and determine alternative routes where required

Board of Selectmen

Initiate Emergency Public Notification System

Request state and federal assistance

Authorize procurement of additional equipment as necessary

Emergency Management Director

Authorizes opening of emergency shelters

Contact school custodian and/or fire department to open school

Contacts school/shelter to begin shelter procedures

Assembles all available equipment lists and track deployment of equipment

Assembles all available personnel lists and track deployment of personnel

Monitors hurricane movement and storm status

Coordinates Marlow Citizen Corps and temporary shelters

Review special needs facilities and personnel lists for distinct considerations (medical supplies, special transportation)

Prepare informational bulletins for release through Emergency Public Information System

Monitor utility services and coordinates activities

Staffs EOC as necessary

Coordinates emergency transportation with bus companies

Road Agent

Debris clearance

Provide traffic control devices

Coordinate with NH DOT as necessary

C. At a Hurricane "Warning"

Fire Department

Implement storm coverage standard operating procedure and deploy personnel

Assemble available equipment

Prepare department facilities for high winds and loss of power

Assist the Road Agent as necessary

Respond to emergencies

Police Department

Recall additional personnel, as necessary

Assemble available equipment

Prepare department facilities for high winds and loss of power

Provide security to severely damaged areas

Monitor traffic conditions and determine alternative routes where required

Board of Selectmen

Approves bulletins to advise town residents through the Emergency Public Information System

Request state and federal assistance

Authorize procurement of additional equipment as necessary

Health Officer

Coordinate shelter operations

Monitor safety of food, water and sanitation services at shelter

Coordinate with the EMD on shelter needs

Perkins School Principal

Identify availability of food, water and sanitation services

Identify available personnel to assist with shelter operations

Coordinate with the EMD on shelter needs

Emergency Management Director

Authorizes opening of emergency shelters

Contacts Welfare & Health Department to begin shelter procedures

Assembles all available equipment lists and track deployment of equipment

Assembles all available personnel lists and track deployment of personnel

Monitors hurricane movement and storm status

Review special needs facilities and personnel lists for distinct considerations

Prepare informational bulletins for the public

Monitor utility services and coordinates activities

Staffs EOC as necessary

Coordinates emergency transportation with bus companies

Maintain contact with State EOC

Road Agent

Debris Clearance

Provide traffic control devices

Coordinate with NH DOT as necessary

TORNADO

SITUATION

Shifting weather patterns could result in severe weather affecting the town through a "watch" issued by the National Weather Service or a "warning" involving and actual sighting in the area. Destruction from a tornado could be severe as several higher populated areas are dominated by wooden structures.

RESPONSIBILITIES (may consist of but not limited too)

Fire Department

Initial response and assessment

Search and rescue

Implement Mass Casualty Plan

Monitor weather and advise Emergency Management Director of Tornado Watch

Police Department

Provide security to severely damaged areas

Provide traffic control

Monitor weather and advise Emergency Management Director of Tornado Watch

Road Agent

Prepare personnel and equipment upon notification of a tornado "warning" Maintain roadway passage

Inspect and assess structural stability of buildings, bridges and dams in conjunction with appropriate agencies or contractors.

Assist police department in traffic control

Health Officer

Coordinate shelter operations, as necessary

Coordinate with the EMD on shelter needs

Emergency Management Director

Activates the EOC upon notification of a tornado warning

Authorizes opening of emergency shelters

Assembles all available equipment lists and track deployment of equipment

Assembles all available personnel lists and track deployment of personnel

Monitors tornado movement and storm status

Review special needs facilities and personnel lists for distinct considerations

Prepare informational bulletins for release through Public Notification System

Monitor utility services and coordinates activities

Staffs EOC as necessary

Notify State EOC

Coordinates emergency transportation with bus companies

DOWNED AIRCRAFT

SITUATION

The town has experienced very few aircraft accidents over the years. With local and surrounding airports, the potential exists for general aviation aircraft to affect the town in an accident as a result of an in-flight emergency.

RESPONSIBILITIES (may consist of but not limited to)

Fire Department

Initial response and assessment Command and control of the scene Fire control Rescue operations Hazardous materials response Coordinate outside agencies

EMS

Implement Mass Casualty Plan

Police Department

Initial response and assessment
Perimeter control
Assist Fire Department
Provide scene security
Assist in any evacuations
Coordinate investigation with state and federal agencies

Board of Selectmen

Initiates Emergency Public Notification System if required, and issues statements to the media with additional personnel as needed Request state and/or federal assistance if required

Emergency Management Director

Staff EOC if required
Notify State EOC
Prepares information for release by PIO/Board of Selectmen
Coordinates the needs of the emergency responders
Establishes temporary morgues in cooperation with Health Officer
Activate shelter operations, if required

Coordinates the needs for the un-injured

Coordinates the needs of the families of the injured

FLOODING

SITUATION

With pre-identified flood plain areas, the town is vulnerable to flooding resulting in restricted travel ways and possible evacuation.

RESPONSIBILITIES (may consist of but not limited to)

Fire Department

Initial response and assessment

Command and control of the scene

Water rescue

Evacuation of flooded areas

Assist with damaged buildings

Assist with notification of residents

Oversee the evacuation of residents

Police Department

Initial response and assessment

Assist with notification of residents

Establish perimeter security of evacuated or flooded areas

Evacuation of flooded areas

Establish traffic rerouting

Provide scene security

Blockade roadways

Emergency Management Director

Command and control of the emergency

Consider activating EOC

Assemble all available equipment lists and track deployment of equipment

Track the deployment of personnel working the emergency

Coordinate the need for emergency transportation/evacuation

Coordinates emergency transportation with School District (buses)

Oversee the evacuation of residents

Board of Selectmen

Initiates Emergency Alert System and issues statement to the media

Solicit state and/or federal assistance if required

Initiate Emergency Public Notification System

Road Agent

Assess road and bridge conditions

Monitor river elevations and dams

Maintain storm drain system

Assist with heavy equipment

Monitor sewer/water treatment facilities

Fill/disperse sandbags

Monitor erosion to roads and culvert damage

Provide traffic control devices for flooded roads

Coordinate with NH DOT as necessary

EXPLOSIONS

SITUATION

A detonation of any origin resulting in personal injuries, structural damage or the interruption of services.

RESPONSIBILITIES (may consist of but not limited to)

Fire Department

Initial response and assessment

Command and control of the scene

Provide Fire control

Conduct search and rescue

Stabilize structures

Provide Emergency medical services and implement Mass Casualty Plan

Coordinate outside agency response

Initiate origin and cause investigation of incident to determine if intentional

EMS

Provide emergency medical services Implement Mass Casualty Plan

Police Department

Initial response and assessment

Interior and outer perimeter control

Traffic rerouting

Assist with evacuation

Assist Fire Department

Provide scene security

Contact State Police Explosives Division

Coordinate investigation of the incident with cooperation of the Fire Department and State Fire Marshal's office if intentional

Emergency Management Director

Staff EOC if required

Notify State EOC

Activate shelter operations if required

SNOW/ICE STORM

SITUATION

The town may experience an unusually severe storm for which the residents are prohibited from travel for essentials such as food or medical care or experience prolonged services outages resulting in the need for coordinated assistance.

RESPONSIBILITIES (may consist of but not limited to)

Road Agent

Monitor weather conditions

Debris Clearance

Maintain clear/sanded roadways for emergency vehicle access

Provide traffic control devices

Assist with barricading roadways in coordination with Police

Provide situation reports to the Emergency Management Director

Fire Department

Monitor weather conditions

Implement storm coverage standard operating procedures

Assemble available equipment and check operation.

Prepare generators for use

Ensure all vehicles are fueled prior to the storm

Place 4WD units into service, if available

Police Department

Monitor weather conditions

Evaluate parking ban requirements

Evaluate personnel status. Call back off duty personnel as needed

Patrol and search for abandoned vehicles/hazards

Place 4WD units into service, if available

Ensure all vehicles are fueled prior to the storm

Board of Selectmen

Initiate strategy for Continuity of Government/Operations Initiate the Emergency Public Notification System

Emergency Management Director

Staff EOC as necessary

Notify State EOC

Assist Fire, Police and Road Agent as necessary

Provide informational bulletins to the PIO

Activate shelters and coordinate with the Perkins School Principal

Track deployment of personnel and equipment

Determine assistance needed for special needs populations

Request/coordinate state and federal assistance

Assess the requirements for fuel, food, and water

PROLONGED SERVICE OUTAGE

SITUATION

The potential exists for essential services to be interrupted for long periods of time. Essential services are defined as: electric, potable water, natural gas, vehicle fuel shortages.

RESPONSIBILITIES (may consist of but not limited to)

Fire Department

Assist the Emergency Management Director with personnel and equipment Call back off duty personnel if required Assist special populations with backup power

Police Department

Increase patrol services and visibility
Call back off duty personnel if required
Assist the Emergency Management Director with personnel and equipment

Emergency Management Director

Determine the extent of the emergency Activate shelter operations, if required Assist special needs populations Develop a restoration priorities plan Track progress of restoration Coordinate state/federal resources

Road Agent

Assist the Emergency Management Director with personnel and equipment Monitor utility services repair

Health Officer

Monitor safety of food, water and sanitation services provided at shelters

Perkins School Principal

Identify availability of food, water and sanitation services Identify available personnel to assist with shelter operations Coordinate with the EMD on shelter needs

CONFLAGRATION (Fire)

SITUATION

The community has numerous large structures, tracts of woodlands and property which could affect normal operations of the community and tax its resources should they become involved in fire of significant size.

RESPONSIBILITIES (may consist of but not limited to)

Fire Department

Initial response and assessment

Command and control of the incident

Rescue trapped occupants

Coordinate utility service requirements

Protect exposures

Control the fire

Determine severity of fire threat

Establish perimeters for forest fires

Treat and transport injured

Conduct fire investigations

Assess evacuation needs if necessary

EMS

Provide emergency medical services Treat and transport injured Implement Mass Casualty Plan

Police Department

Initial response and assessment
Establish and maintain a security perimeter control
Assist the Fire Department in evacuations
Conduct criminal investigations in coordination with the Fire Department

Road Agent

Support Fire Department with equipment and supplies Conduct post incident clean-up for return to public use

Emergency Management Director

Activate EOC if necessary Notify State EOC

CIVIL DISTURBANCE

SITUATION

A public gathering of people at one location could result in civil disorder or riot over a multitude of issues and could become well organized in a matter of a few hours or spontaneously.

RESPONSIBILITIES (may consist of but not limited to)

Police Department

Initial response and assessment

Command and control of the incident

Notify the Emergency Management Director

Determine crowd control equipment needs and their locations

Determine protective measures for facilities and personnel

Establish inner and outer perimeter control

Anticipate traffic reroute patterns and coordinate with the selectmen with the public works function

Initiate criminal investigation

Determine suitable facility for mass confinement if necessary

Coordinate mutual aid law enforcement agencies

Recommend public restrictions to the Board of Selectmen (curfew)

Establish scene security

Fire Department

Initial response and assessment in coordination with the Police Department

Call back off duty personnel as needed

Extinguish fires under the protection of the Police Department

Provide medical assistance to the injured with Police Department

Assist the Police Department as requested

EMS

Provide medical assistance to the injured

Board of Selectmen

Activate the Emergency Public Notification System

Contact the Town Attorney if necessary

Advise the affected businesses of anticipated events and response actions

Request state/federal resources

Authorize public restrictions

Emergency Management Director

Staff the EOC as required

Notify State EOC

Prepare and release informational bulletins for the public

Assist the Police Department

Assist in notifying the public of authorized restrictions

Coordinate state/federal agencies

Track deployment of personnel and equipment

TERRORIST ACTIVITY

SITUATION

The deliberate destruction or damage to services, facilities, roadways, railways, or functions could occur at any time with or without notice and may take place in phases with the potential for additional targets.

RESPONSIBILITIES (may consist of but not limited to)

Fire Department

Initial response and assessment

Command and control of the incident/unified with Police Department

Control fires

Search and rescue operations

Hazardous materials response

Evacuate area if required

EMS

Initiate Mass Casualty Plan

Police Department

Initial response and assessment

Command and control of the incident/unified with the Fire Department

Notify the Emergency Management Director

Investigate for further threat

Evaluate other potential targets

Assist in evacuation if required

Coordinate mutual aid law enforcement agencies

Conduct criminal investigations

Provide facilities for long term investigation

Consider activating the Public Information System

Emergency Management Director

Staff the EOC as required

Notify State EOC

Coordinate American Red Cross activities

Request/coordinate state and federal agencies

Tracks the deployment of personnel and equipment

Develop strategic plan for the incident

Assists Fire and Police Departments as required

Coordinates evacuation process as required

Road Agent

Maintain roadway passage

Monitor town services

Assist departments with personnel and equipment